



# TORONTO TRANSIT COMMISSION

OFFICE OF THE CHIEF EXECUTIVE OFFICER



## Restoring the Public's Faith in a Safe TTC

April 27, 2012

Dear Colleagues,

As you know, the TTC's image and by extension, our reputation as TTC employees, is once again the subject of intense scrutiny and severe criticism by the media and the traveling public.

To be frank, we can't complain. In recent days, photos and videos have emerged of staff asleep on the job, texting or appearing to read a newspaper while operating a vehicle, and parking illegally to get a snack. As your CEO, I cannot and will not defend such incidents. Such behaviours are not only unacceptable, they lead to even more scrutiny and potential for assault.

In my time here, I have gone on record as saying how much I respect what front line staff do and how 99 per cent of you do a great job. That remains the case and I will continue to publicly back you.

But a small minority of staff continue to wreck all of our reputations. To them I say: I will not back you, in fact I will expect you to face the consequences of your actions, especially if you put customers' safety at risk.

Between us, we can transform our company's reputation and stop this ongoing criticism of what we do. But we can only do this if everyone does their job professionally.

So I have given my managers clear direction: back staff to the hilt that do the right thing or who make an honest mistake. But to those few that choose to ignore safety rules or who recklessly make things worse for their colleagues by their actions, expect to be held to account.

I am convinced we can change this situation and transform everyone's perceptions of the TTC. Please heed this advice.

A handwritten signature in black ink, which appears to read "Andy Byford".

Andy Byford  
Chief Executive Officer



Posting Period: To May 26, 2012